

PLAN – DO – STUDY – ACT (PDSA)

What you want to accomplish and what you need to accomplish it

Plan



Do

Pilot what you planned on doing



Study

Study the results of what you did



Act

Act on the information – if successful, make it a standard. If not, continue the cycle



PDSA Principles

- Strong customer focus
- Continuous process improvement
- Involve employees
- Team-based decision making



Plan – Identify Opportunity & Plan Improvement

- **Get started**
 - Assemble team
 - “Examine current approach”
 - Identify potential solutions
 - Develop an “improvement theory”
 - TIP – Develop an Aim statement
 - What, when, how much, for whom?
 - “In order to (purpose), by (timeframe) (who) will (what) by (how much) among (population)”



“Examine Current Approach” = Process Mapping

- “You cannot begin to improve a process until you understand it” (W. Edwards Deming)
- Use tools already available i.e., workflow mapping
- Base “improvement theory” on workflow analysis



Do- Test the Improvement Theory by Carrying Out the Change

- Carry test out on a SMALL scale!
- Collect, chart and display data to determine effectiveness of the test
- Document problems, unexpected observations and unintended side effects
- TIP – Always confirm with data



Study – Check the Results

- Was the test successful? How do you know?
- Compare baseline and measures of success (reference your Aim statement)
- Describe and report on what was learned (team-based discussion and decision making)



Act – Standardize the Improvement or Develop a New Theory

- Make changes based on lessons learned
 - If successful on a small scale, test it on a larger scale
 - If tests are successful (based on data and measures of success), make plans to standardize improvements (incorporate into training, daily routines, policies and procedures, etc.)
 - If test did not result in improvement, develop a new theory and test it



Meet the SMART Criteria

- Specific
- Measurable
- Achievable
- Relevant
- Time-bound

